

CHROMEBOOK RETURN & EXCHANGE POLICY

Items can be returned for refund, exchange or credit as follows:

Hardware must be returned with original packaging and all accessories and documentation in new condition. If an item is returned with missing, worn or damaged accessories, manual or packaging, the refund, exchange or credit may be denied, or a restocking fee could be applied.

Subject to items above:

Item may be returned for exchange, credit or refund within 10 days of purchasing

15% restocking fee applies to items returned within 10-30 days

30% restocking fee applies to items returned within 31-60 days

After 60 days from purchase, and at any time for an item that CTL determines is in-warranty and defective, CTL will repair or exchange the item subject to the warranty policy listed above and the RMA policy listed below.

Due to licensing restrictions, we cannot accept returns on opened software.

Special order items are not eligible for return.

RMA Policy & Warranty Procedures

For an item that CTL determines is in-warranty and defective, CTL will repair or exchange the item subject to the warranty policy listed on www.ctlcorp.com/shop. If you feel that you have a defective item, please visit our online Support Center at <http://ctl.helpserve.com> for information on how to troubleshoot the problem. If you are unable to resolve the problem, from the Support Center, you can submit a support ticket. If CTL technicians determine that the item is in-warranty and defective they will issue a Return Merchandise Authorization (RMA) number to return the item for repair or exchange.

We cannot accept items without a valid RMA number. RMA numbers are only valid for 10 days after issue date.

Customers who have purchased from Authorized Resellers should contact their reseller directly for their reseller's terms and conditions and for warranty fulfillment. In the event an Authorized Reseller is unable to fulfill CTL's Warranty, customers who purchased a CTL product from an Authorized Reseller may submit a ticket to our Returns department to obtain an RMA number and procedures for Warranty fulfillment. Note that proof of purchase information is required.

For in-warranty Repairs and RMA exchanges, the customer is responsible for paying for shipping to CTL and CTL pays for return shipping to the customer.